

Flixton Road Medical Centre
Friends and Family Test Feedback Report

Month: July 2024

Total Responses: 230

Questionnaire

Friends and family test

Thinking about your GP practice *

Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Please can you tell us why you gave your answer?

Please tell us about anything that we could have done better

Privacy *

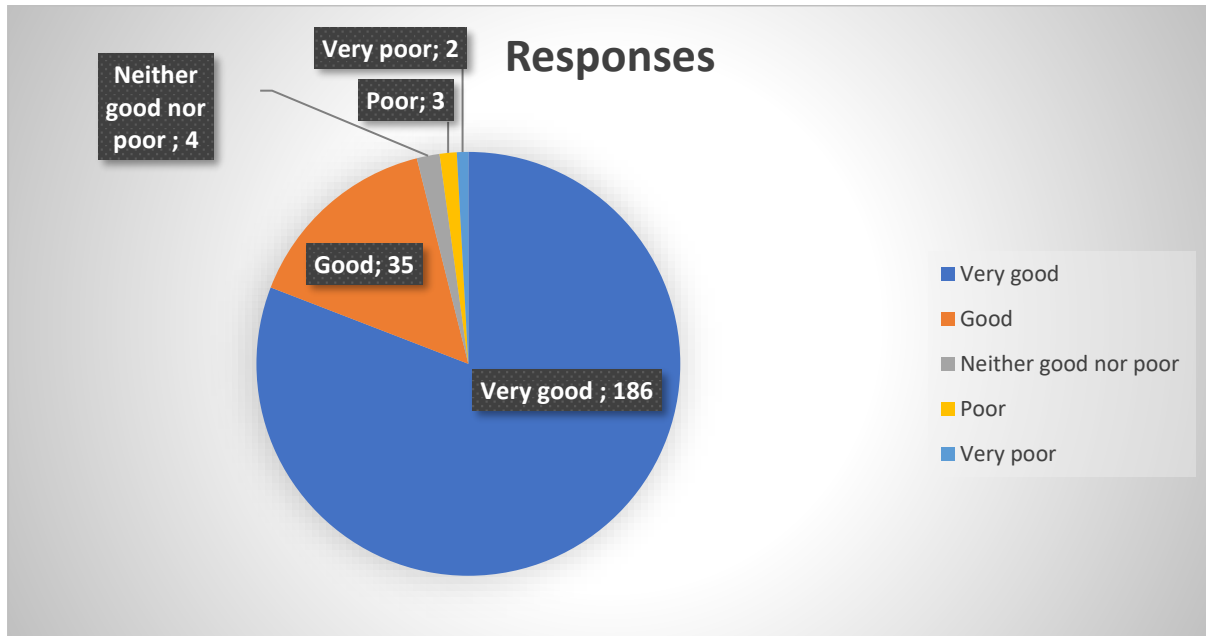
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- Yes this can be made public (it will always be anonymous)**
- Please keep this private

Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Submit

Thinking about your GP practice
Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	186	81%
Good	35	15%
Neither good nor poor	4	2%
Poor	3	1%
Very poor	2	1%

Please can you tell us why you gave your answer?

Very good

1. Initial contact via Ask My GP was processed promptly with responses that concluded my issue the same day.
2. Always get a quick response to any appointment requests.
3. Got a quick appointment and all my concerns answered.
4. I was not waiting long to see the doctor he was very nice and thorough I was pleased to have been examined.
5. Nurse was excellent as ever. On time, very pleasant and efficient.
6. All100%
7. She was very concerned regarding my health.
8. Quickly seen.
9. All are helpful.
10. Very thorough
11. The Dr listened to what I had to say and got things moving to improve my health.
12. The nurse was excellent - informative, kind, efficient, rigorous, offering practical advice above and beyond the reason I attended.
13. Had time to explain my issues Doctor listened to what I had to say, and I didn't feel rushed.
14. Good support by staff
15. Kind, quick, reassuring experience
16. Dr such a lovely caring Doctor And she sits on lessons to you Which makes me feel happy.
17. I get a response within a reasonable amount of time.
18. Basically, because I didn't have to wait for long. The nurse was welcoming, and the appointment was on time.
19. I'd not received the notification for my son's pre-school booster jabs so rang the practice and they sorted out an appointment to get this sorted, no issues there at all. Staff are always lovely and polite, a bit of a wait before the appointment but nothing extreme.
20. Seen on time. Very professional
21. Excellent service
22. Very understanding and didn't rush me.
23. Practice Nurse is an excellent member of staff and went over and above to help me.
24. My app was running 20 mins late, but I was informed of that when I checked in. Nurse was lovely, very informative.
25. I had an appointment with the nurse it all went very well nurse was very helpful nothing was too much trouble very easy to talk to I left the surgery very happy.
26. Polite staff
27. My appointment was on time, I was able to discuss concerns with the nurse, I felt at ease and relaxed without being hurried.
28. Nurse was lovely as all the nurses are. The reception was more than happy to book in for my B12 injection next month even though was busy on computer.
29. As normal great service
30. Got straight answers.
31. Good advice. Friendly.



**Flixton Road
Medical Centre**

32. The doctor I saw was most helpful and I was delighted with the outcome. An extremely pleasant young doctor who was extremely interested in what I had to say, and I wish to thank him.
33. Dr was great. Really personable and gave me great care and advice.
34. Everything went as planned!!!!
35. Not a long waiting time staff polite and doctor friendly and explained everything clearly.
36. Received a fast response to my complaint and resolved within one week!
37. Nurse was very friendly, knowledgeable, and professional.
38. Procedure and advice received was very good.
39. Nurse who my appointment was with, is very professional and explains everything perfectly.
40. I'm not good enough English, but the staffs and so helpful to me.
41. Because the doctor was very nice
42. Doctor was excellent listened to me instead of being on keyboard while you're talking.
43. The nurse was very thorough and gave me lots of useful information.
44. Appointment quickly organised and doctor was excellent. I didn't feel rushed, and he was very thorough and explained everything,
45. So pleased with quick appointment.
46. Great service and staff who are very helpful and friendly.
47. Short waiting time very friendly and understanding conversation.
48. No waiting, appointment was on time, doctor was very thorough, helpful, and reassuring.
49. The doctors are always so helpful.
50. Lovely doctor who listened.
51. Clear, helpful advice
52. The nurse was very professional and very caring. I was given all the relevant information and advice.
53. Lovely doctor who was comforting and informative
54. The doctor is aware of my daughter's mental health issues and spoke directly to her and put her completely at her ease. Thank you.
55. Because the doctor is very patient and upstanding and takes the time to help me upstand my anxiety.
56. Always polite in and out which is stress free.
57. Nurse helped with everything I asked very approachable and pleasant in manner.
58. I was seen on the day and advised to get an x-ray also everybody is very kind and attentive. I get.
59. Seen straight away. Nurse very friendly and professional. As was the receptionist.
60. The nurse was lovely, nice, and kind.
61. The doctors who I saw was very friendly and helpful.
62. Because the nurse I saw was excellent with me and really listened to what I had to say, she really cares about people.
63. 1st Class Service from nurse. IT System needs updating, don't wait for it to pack up first.
64. I was seen straight away, my GP was very caring, and thorough. I felt listened to. Script went that night and was able to start treatment the next day.
65. Booked a cab earlier for my appointment it arrived 15mins late making me miss my time slot. But when I explained they managed to fit me in. Very helpful
66. Nurse was excellent and answered all my questions the experience of nurse service was excellent.
67. Was given a quick appointment and received expert advice.



**Flixton Road
Medical Centre**

68. Friendly staff and easy to get an appointment.
69. My doctor explained everything to me and what treatment I should have.
70. The attention give me by the nurse was excellent she is my idea of perfection every time I see her.
71. Nurse was very calm and reassuring.
72. Quick appointment and great doctor
73. Service always excellent.
74. Very helpful, listened to my concerns and arranged test.
75. My experience at the surgery was pleasant, you all put me at ease and answer any questions I may have.
76. Appt on time. Dr made me feel very comfortable. Prompt follow up of scan and blood tests.
77. Didn't have to wait long, the nurse was very friendly and explained everything.
78. quick, efficient, and friendly
79. Friendly nurse. Appointment on time. Felt reassured having all the relevant tests for an over 50 health check.
80. Very thorough discussion with the practice nurse she was very approachable and knowledgeable and took my repeat blood test which saved me a trip to Trafford General.
81. replied immediately to askmyGP website.
82. Very good service and allocated time correct for my visit.
83. Because sister is always excellent with her treatment and very caring
84. Explained everything with care.
85. Happy with contact in check of complete details, providing best guide in control of diet menu and providing sufficient knowledge of medical conditions.
86. Appointment made very quickly.
87. Glad I could have a weekend appt. Was seen on time and appt went smoothly.
88. Fast and efficient blood test, friendly and helpful staff.
89. Quick and efficient and always helpful
90. Quick and efficient and always helpful
91. Staff pleasant& efficient when call. Do not think I would be here but for Dr's care this last year or so.
92. Was very professional.
93. Very friendly doctor
94. Was seen quickly the nurse was very pleasant and helpful.
95. Very thorough
96. Dr appreciated that I've waited a long time and chased up referrals for me.
97. Very professional and friendly service
98. The communication through technology has improved services.
99. Seen very quickly and the appointment was conducted by a very empathetic and helpful doctor who put my mind at rest as a first-time mum. I was left reassured and with some practical tips to follow at home.
100. Flixton Road is a great practice and I really appreciate the hard work everyone puts in
101. Polite, quick, and efficient
102. Efficient service, lovely GP.
103. I was seen promptly; the Doctor was thorough and put me at ease and answered all my questions an enjoyable experience.
104. Prompt appointment, friendly staff.



**Flixton Road
Medical Centre**

105. Quick appointment
106. The doctor was attentive & empathetic (I didn't have to ask for a sick note) and smiled throughout. Excellent
107. Booking an appointment was easy, my referral was taken seriously, and the doctor was reassuring, thorough and put my mind at ease.
108. Great service with great availability
109. Short waiting time, pleasant staff. Very efficient service
110. Super service from what I had previously
111. Nurse very friendly and helpful
112. Only phoned that morning and got a quick appointment.
113. Seen on time. Lovely, friendly, helpful staff
114. Thanks to the nice nurse!
115. Nurse was friendly, professional and great at explaining what I could expect during my appointment, she make sure I was comfortable throughout.
116. The lady that took my bloods was a very calm, re-assuring and empathetic lady. She was professional and positive.
117. Doctor fitted me in an appointment after discharge from hospital to take over medication etc. Doctors' attention to all problems good, medication, blood tests booking x-rays. Brilliant. Thankyou.
118. I'm happy with the doctors & staff.
119. Had phone call from GP then prompt follow-up face to face appointment.
120. The GP I saw was very helpful and understanding.
121. I was seen very quickly.
122. Very nice surgery and helpful staff
123. Quick appointments can make appointments after work, staff nice.
124. I had a through consultation and felt like I was listened to, and my concerns taken seriously.
125. Doctor very thorough and happy with tests to be done and medication.
126. Nurse took the time to explain what my smear test was for, she took my bloods and was generally a really nice nurse.
127. Was welcomed warmly and felt comfortable and confident throughout the appointment.
128. Seen on time, very efficient taking my blood sample friendly staff.
129. Prompt: efficient on day of appointment
130. I felt I was listened to by the nurse.
131. Check in was simple and straightforward, short wait before appointment which was fine.
132. Appointment within 3 working days and kept to time. DR excellent
133. Really helpful
134. My medical needs were dealt with in a professional manner by all staff.
135. We feel that we are being listened to by the doctor and staff which being elderly is a big help.
136. No problems
137. Quick and easy. Staff were all very friendly and helpful.
138. I needed an urgent prescription before going on holiday and they were very helpful and dispensed the prescription on the same day so I could take my meds before I left especially reception.



**Flixton Road
Medical Centre**

139. Nothing complex, I as a caring individual met another caring individual and had a medical check-up. I am not ill. No trauma. A very sociable professional medical meeting. I await feedback on my Bloods.
140. Very friendly nice to see a happy smiling face.
141. The doctor was very good explained everything and answered all the questions.
142. Great communication with doctor and face to face appointment made.
143. Quick and friendly
144. Always very polite.
145. Prompt, friendly and professional!
146. The doctor was very understanding.
147. The nurse I had an appointment with was very polite and understanding of what I had to say and listened to everything I said.
148. I was seen on a Sunday and 2 further appointments were made straight away- one for an x-ray and one to see a physiotherapist.
149. It was very quick.
150. Appointments on a Sunday was seen straight away, amazing!
151. Dr was very precise in his diagnosis.
152. I never have any problems.
153. I was offered appointment within 2 days and Surgery was open on a Saturday.
154. Very prompt and help from reception with NHS details for app.
155. Comforting, professional, and friendly nurse who dealt with me.

Good

1. Mix up with ask my go but prompt service and excellent doctor.
2. Found the doctor informative and reassuring.
3. Friendly and efficient professional-very approachable and provided clear advice.
4. Prompt appointment. Concerns I have about my husband are to be acted upon. I am his carer.
5. Friendly thorough service
6. It was a relaxed interview just checking up on my progress after previous treatment.
7. Pleased to see our chosen Dr., who was informative & sympathetic to our questions.
8. The nurse was very nice and reassuring.
9. Doctor was good Windows on reception all closed with bars over. Very hot day uncomfortable and unhealthy.
10. Very thorough and professional
11. Very thorough and professional
12. Too many reminders I don't need.
13. Appointment for child within same day as request - GP was knowledgeable, caring, and efficient.
14. The staff were very helpful and understanding.
15. Easy check in, not too long a wait and I felt listened to and understood by Dr.
16. explain everything very professional.
17. It was good to have a reply from the surgery manager as to why I couldn't have an appointment last week and very useful to know the time of an appointment when working full time. Thank you. The new doctor was very nice.
18. Had time to talk.
19. Doctor was very professional, reassuring and I did not feel rushed.



**Flixton Road
Medical Centre**

20. My app was at 9, I was seen shortly after 9, which was fine. Nurse was lovely. Drew blood quickly.
21. Got seen to
22. Quick response from askmyGP.
23. Just had to wait a little while.
24. Was supposed to have a call from Dr but she was unwell.
25. Very professional, friendly, and reassuring
26. Doctor asked questions, listened. I felt comfortable with her.

Neither good nor poor

1. you cancelled the appointment the GP was ill.
2. Just how things should be ok.
3. I honestly felt like it was an in and out appointment, like zero personal care about it. Just wanted to get me over and done with.

Poor

1. Late appointment & waste of time
2. I brought a urine sample in two weeks ago and had to come in with another one as the pain had become unbearable.
3. Dr doesn't seem interested in patients' problems. there's never any feedback, and they just pass the buck!

Very Poor

1. I never received the call.
2. Took 3 months to see me after results were received despite me making the initial call to the practice and being told all my results were good!